

Message

---

**From:** Khan, Annie (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=DPH/CN=RECIPIENTS/CN=AKHAN]  
**Sent:** 5/19/2005 6:53:13 PM  
**To:** [REDACTED]  
**Subject:** FW: your CRV

-----Original Message-----

From: Maria Lopez [mailto:mlopez@bochhonda.com]  
Sent: Thursday, May 19, 2005 1:28 PM  
To: Khan, Annie (DPH)  
Subject: your CRV

Annie,

I am so sorry that this noise has come back. I was so sure we had finally gotten rid this aggravation for you. Please let me know what day you want to bring it in and I'm thinking that if we do it at night we can attempt the fix and have you here to drive your vehicle home. I was happy to see a smile on your face the last visit after we completed the roadtest, and now I am truly disappointed that the vehicle continues to give you grief. Please know that I am determined to make this noise not be a part of your life and want to ensure to happiness with your CRV and with Boch (& me).

Just let me know when you want to bring it by.

Regards,

Maria C.R. Lopez  
Administrative Assistant

Boch Honda  
279 Providence Hwy  
Norwood, MA 02062  
Direct: (781)619-6772  
Fax : (781)619-6771  
E-Mail: mlopez@bochhonda.com